



Age UK Somerset

(a Company Limited by Guarantee)

Report of Trustees and Unaudited Financial Statements

for the year ending 31st March 2021

Company Number: 02717676
Charity Registered in England and Wales Number: 1015900

Contents

Reference and Administrative Details	3
Trustees' Annual Report:	4
Company Status	4
Our Governing Document	4
Appointment of Trustees	5
Our Aims and Objectives	6
Areas of Activity	7
Our Services	8
Our Volunteers	10
Quality Marques	11
Risk Management	11
Financial Review of the Year	12
Statement of Trustees' Responsibilities	17
Independent Examiner's Report	19
Financial Statements:	21
Consolidated Statement of Financial Activities	21
Consolidated and Charity Balance Sheets	22
Statement of Cashflows	24
Notes to the Financial Statements	25

Reference and Administrative Details 2020/2021

Trustees and Directors 2020/2021

A. Fraser MBE (Chair)
D. F. Johnson FCA (Treasurer)
L. Hardy (appointed 3rd December 2020)
A. Van Vliet
M. Latham (resigned 22nd September 2020)
J. Knight
Dr. T. Benn
S. Holt
B. Gibbs (Honorary Trustee)

Chief Executive

P. Dolan MSc CMgr FCMI (DipM)

Principal Office and Registered Office (Group: Charity & Trading Subsidiary)

Ash House
Cook Way
Bindon Road
Taunton
Somerset TA2 6BJ

Solicitors

Porter Dodson
The Quad
Blackbrook Park Avenue
Taunton
Somerset TA1 2PX

Independent Examiner

Alexandra Shore FCA CTA DChA
A C Mole Chartered Accountants
Stafford House
Blackbrook Park Avenue
Taunton
Somerset TA1 2PX

Trustees' Annual Report

Related Parties

Age UK Somerset was an active member of the Age Concern Federation until its demise on 31 March 2011 and has subsequently taken membership of the Age England Association, its successor. In addition, Age UK Somerset has continued to work in active partnership with Age UK and became a Brand Partner with them in October 2010.

Partnership activities during the year have centred around an appropriate response to the global Covid pandemic.

The Charity's wholly owned subsidiary, Age UK Somerset Trading LTD., was established to operate its trading activities. The wholly owned subsidiary gift aids any profits to the Charity. Age UK Somerset Trading LTD. did not trade during 2020/2021, as the company ceased trading in January 2020.

Administration of the Charity

The Trustees, who are also directors for the purposes of the Companies Act, present their report and the financial statements of the Charity and Group for the year ended 31 March 2021. This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Company Status

The Charity is a company limited by guarantee and does not have a share capital. Each member of the company (the Trustees) undertakes to contribute to the assets of the company if it is wound up during the time that he or she is a member, or within one year afterwards, for payment of the debts and liabilities of the company contracted before the time at which he or she ceases to be a member, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributories among themselves, such amounts as may be required not exceeding £1.

Our Governing Document

Age UK Somerset is a company limited by guarantee governed by its Memorandum and Articles of Association dated 26th May 1992, which were amended to allow for current governance arrangements and extend the geographical area of benefit on 28th August 2003.

Updated Memorandum and Articles of Association were adopted on 5th April 2011 to legally reflect the change of name of the Charity. Further amendments to trustee term of office and clarification on the role of the Hon. Trustee were made and adopted on 22 October 2020.

Trustees' Annual Report

Our Governing Document (continued)

We are registered as a Charity with The Charity Commission.

The Board of Trustees, which can have up to 7 members, administers the Charity. The Board meets regularly throughout the year and transacts all the main business of the organisation.

The Trustees are volunteers and take no remuneration.

The Trustees form sub-committees when required, for example Finance, and if necessary, officers will determine decisions in between regular meetings and seek ratification at the next regular board meeting.

A Chief Executive is appointed by the Trustees to manage the day to day operations of the Charity. To facilitate effective operations the Chief Executive has delegated authority for all operational matters within the terms of delegation as approved by the Trustees.

The Trustees

Appointment of Trustees

The Trustees, who are also directors of the company for the purposes of company law, are appointed by the members of Age UK Somerset at the Annual General Meeting of the company in accordance with the company's articles of association. In addition, the Trustees may appoint persons to fill any casual vacancies which occur during the year and may also co-opt a limited number of additional persons to the Board.

Within our Board of Trustees, we aim to have and recruit a wide range of skills and complimentary specialism, for example, persons from a legal, financial and health background.

At each AGM one third of the Trustees who are subject to retirement by rotation shall retire from office.

Unless notified in writing by the Trustee, the date of appointment of a new Trustee is taken as the date of resignation of the previous Trustee. The Chair is nominated from existing Trustees where possible, but if there are no interested candidates then this would be advertised externally.

Trustee Induction and Training

New Trustees undergo an induction session to brief them on their legal obligations under charity and company law as well as providing a broad picture of the activities of the Charity and its policies and procedures.

This is encompassed in a Trustees' Handbook which is regularly updated.

Trustees' Annual Report

Aims and Objectives

The legal objectives of the Charity are to promote the wellbeing of older people within the area of the administrative County of Somerset and the unitary authority area of North Somerset. The Charity has the general aim of contributing to the quality of life of older people within its area of benefit, and this has been embodied within its mission statement.

Our vision for what we want for older people in our area is quite simple:

For older people in Somerset and North Somerset to be able to have access to information and services to enable them to make choices so that they experience fulfilment and satisfaction in later life.

Our mission therefore encompasses what we will do to make the vision a reality:

Our role is to promote the wellbeing and independence of older people and add value to later life.

We will put the needs of older people at the heart of all we do by providing comprehensive and accessible information and services. We aim to ensure that everything we do will focus on achieving the best for older people by exhibiting the following values:

- ***As we value the independence of our organisation to direct our business and select our objectives, so we will argue for everything that sustains and maximises the independence of the individual.***
- ***We strive to earn the respect of our partners and users and will respect the wishes and aspirations of others.***
- ***We endeavour to ensure that the lifestyle and circumstances of older people guarantees their dignity at all times.***
- ***In working with older people, we will seek to empower them.***
- ***We will celebrate diversity and offer equal opportunities.***

Moving Forward

The main objectives for the coming period are as outlined in the Age UK Somerset Strategic Plan 2017-2021 with the overarching aims of Impact, Affordability and Sustainability:

- To maintain a robust management structure
- To secure sufficient funds from a wide range of sources
- To ensure the RIGHT resources are deployed in the RIGHT place at the RIGHT time
- To provide a range of accessible information and support

Trustees' Annual Report

Moving Forward (continued)

- To ensure well-trained and motivated staff and volunteers are recruited and retained
- To deliver a communications strategy to enhance internal communications and external contacts
- To identify and develop external strategic relationships and possible partners
- To develop closer working relationships with Age UK nationally and regionally including maximising campaigning.
- To develop more opportunities for input from older people
- To manage all financial resources robustly to ensure we maximise their use for charitable purposes
- To apply Equality and Diversity practices in all we do.

During 2021 the trustees have been developing, consulting on and refining a new Corporate Strategy which will be adopted prior to the end of 2021 and cover the period 2021 to 2025.

Our Areas of Activity

The main areas of activity were the delivery of direct services to older people; promoting partnership and co-operation with other organisations concerned about meeting the needs of older people; involving older people in order to ensure that their voices were heard; campaigning and developing new work projects.

The delivery of direct services to older people is at the heart of what the Charity does. All our services aimed to improve the wellbeing and quality of life of and for older people.

However, during 2020/2021, the pandemic prevented many face-to-face services from operating. The charity very quickly responded to the changed needs of older people by telephone contact, online support, free food deliveries and welfare checks, both by telephone and in person. In addition, the vital toe nail cutting service continued on with amazing work from our TNC assistants and our Admin team.

Even during the dark days of Covid lockdown, the promotion of partnership and coordination was a key area for the Charity and involved working with others who shared the 'Age UK' name as well as the myriad of clubs and groups for older people that are liberally scattered across the area. In addition, the Charity worked closely with statutory partners in Health and Social Care and with the wider voluntary sector.

Trustees' Annual Report

Our Areas of Activity (continued)

The charity remains grateful to the many organisations that funded the work we undertook during the pandemic. Thanks go to The National Lottery, Somerset Community Foundation, Independent Age, St Monica Trust, Age UK national and many others, mentioned elsewhere in this report.

The Charity continued to have a role to play in campaigning on a variety of issues relevant to older people and developed work with Age UK on topics such as TV licences, pension reform and paying for care. This is an area of work that continues to develop.

Delivering Public Benefit

All of the activities of Age UK Somerset are aimed at promoting the welfare of older people across Somerset and North Somerset and are designed to provide support and/or activity that enhances our beneficiaries' quality of life.

The impact of our work is demonstrated by the regular and hugely positive feedback received from our service users. This feedback is regularly monitored and is an important component in our constant review and improvement process relating to our service delivery.

The following section of this report shows the scope of our work. The Trustees have had due regard to the Charity Commission guidance on public benefit.

Our Services

Information & Advice (including an Advocacy Service) Somerset & North Somerset

Information and Advice (I & A) is delivered throughout Somerset and North Somerset providing older people and their families with information and advice on matters of concern to them, assisting them to make decisions.

This service is primarily delivered from a central office location, which handles the majority of enquiries via the telephone, as well as online enquiries. A small team of community based I & A volunteers take the service to locations across our area making the service accessible to more older people.

During the pandemic, while face-to-face visits could not take place, over 4000 telephone calls were fielded.

Included in this work was the support to clients in applying for Attendance Allowance and Disability Living Allowance, with successful claims bringing in an estimated £1.5m into the local economy and having a significant impact on the individuals.

Trustees' Annual Report

Ageing Well

Ageing Well is the service that provides older people with opportunities to get together to stay fit and active.

In a normal year we would hold over 130 weekly exercise classes. The pandemic prevented this in 2020/2021. Nevertheless, we quickly set up online classes and were delighted to see dozens of older people benefit from this new service.

We will continue to provide a wide range of classes all across Somerset and North Somerset, as soon as permissible. These range from traditional chair-based activities such as Flexercise led by trained volunteers, to Movement to Music, Yoga and Tai Chi sessions to name a few that are led by paid qualified instructors.

We are keen to re-start our Otago classes, which are specifically tailored to those who wish to "Stay Strong, Stay Steady".

We will continue to ensure all our venues are accessible, covid safe and in a variety of locations.

Toe Nail Cutting Service

The Toe Nail Cutting Service, which is part-funded by the Somerset Partnership NHS Foundation Trust, is available to older people living in Somerset with the aim of improving their quality of life and mobility.

Cuts are delivered by trained assistants, mainly in clinic settings across the county, four times a year as defined by the Podiatry Service.

This vitally important service caters for some 800 older people and ran throughout the pandemic.

As some of the cuts are provided in clients own homes we are required to be registered with the Care Quality Commission (CQC) and subject to an annual audit. We are currently rated a 'Good' service by the CQC.

We currently have over 1,000 clients accessing our Toe Nail Cutting service.

Befriending Service

Our Befriending Service is aimed at combating the loneliness and isolation of older people across Somerset and North Somerset. Trained volunteers provide one to one support to individuals including encouraging and enabling them to access services and activities in the community whenever possible.

During 2020/2021 we introduced a Friendly Phone Call service for those that suffer mild to moderate depression and anxiety. This service was part of the countywide Open Mental Health partnership. On average around 30 individuals were supported each month.

Trustees' Annual Report

Information & Advice North Somerset 'SCAMS'

This is an Anti-Scams project with North Somerset Trading Standards where our staff member works with local people who had sadly been the subject of a scam.

Age UK Somerset helps many vulnerable and elderly people each year who had been victims of scamming and many awareness raising sessions are held to equip people who may be targeted. During the pandemic, as much work as possible was carried out via the telephone.

Our Wonderful Volunteers

We have had another very successful year in terms of recruiting and retaining volunteers.

We are proud to have nearly 270 active volunteers as part of our team.

Our volunteers have roles in our Ageing Well, Information & Advice and Befriending services, as well as providing administrative support.

We aim to make the volunteers feel appreciated and as part of that process we run a number of 'Thank You' events during Volunteers' Week each June and also in December. The volunteers have indicated they value these. Sadly, the pandemic prevented any face to face event happening this year.

We also encourage volunteers to give feedback in order for us to improve their experience and our services for the clients that they visit. Although not able to hold face to face events this June, we did hold a number of online events and kept in touch by email and our 'Voice' online volunteer magazine.

Whilst it is difficult to calculate, we estimate that each year our volunteers contribute around 30,000 hours helping to make our services both successful and very cost effective. If we apply the minimum wage to the hours they give this amounts to well over £267,300 and many of the tasks would be valued much higher than the minimum wage. The value of this unpaid volunteer time has not been recognised in the Financial Statements in accordance with Charities SORP (FRS102) as detailed in the accounting policies.

The organisation, along with those who benefit directly from the activities they undertake, greatly value the contribution volunteers make to the organisation and to the lives of older people.

Trustees' Annual Report

Quality Marques

The Charity Quality Standards for the Age UK network verify that Age UK and its partners are well-governed and effective organisations committed to the wellbeing of older people, staff and volunteers and to working in partnership with others. The Standards are externally assessed by industry leaders SGS and endorsed by the Charity Commission.

Age UK Somerset achieved the Charity Quality Standards in May 2018. During 2021 the charity will be required to complete a self-assessment to ensure it continues to hold to the standard.

In addition, the Information & Advice service is in the process of attaining the rigorous standard necessary to be awarded the Information & Advice Quality Programme (IAQP).

The Chief Executive is the Registered Care Manager and the organisation is registered to provide 'personal care' by the Care Quality Commission (CQC) in relation to its Toe Nail Cutting service.

The last two assessments by the CQC resulted in Age UK Somerset being given a classification of 'Good'.

Risk Management

The Trustees have in place a formal risk management process to assess risks and implement risk management strategies for the Charity and its subsidiary trading company.

This process includes review by Trustees and senior managers.

The process identifies the types of risks faced, prioritises them in terms of likelihood of occurrence and potential impact and identifies the means of mitigating these risks.

Key strategic documents reviewed and continually updated by the organisation include:

- The Business Continuity Plan
- The Strategic Business Plan.

Trustees' Annual Report

Risk Management (continued)

Key risks that are continually monitored by the organisation include:

Safeguarding Risks.

Safeguarding of all our elderly clients, volunteers and staff is key for Age UK Somerset. Detailed policies and procedures are regularly reviewed, full training is provided for all our volunteers and staff and an 'easy read' procedure guide is provided. We maintain a regular and positive relationship with both the Somerset and North Somerset Safeguarding Boards.

Threats to Staff & Volunteers' Safety.

All staff and volunteers go through an induction process. Relevant policies relating to both financial and personal safety are regularly updated (on a rolling basis) by the Trustees, Chief Executive and Head of Support Services. All policies are available to Volunteers and Staff at all times at Ash House and remotely via Sharepoint.

I.T. Failure.

As with many organisations both large and small we rely heavily on I.T. for banking, finance recording, secure data capture etc.

We retain the services of a Devon based company called IT Champion to support us in our I.T. infrastructure requirements and regularly discuss with them any improvements we could make.

Financial Fraud.

We adhere closely to a Financial Internal Controls policy and accompanying checklist formulated on the recommended Charity Commission templates available on their website, to safeguard the Charity from potential fraudulent acts impacting on our banking and financial processes.

The Risk Management process is reviewed annually and monitored during the year by Trustees.

Relevant Age UK Somerset policies and assessments* are reviewed by the Board of Trustees on a periodic rolling basis.

*Each 'Service' has its own risk assessment(s). Each time Age UK Somerset has a new activity/service a risk assessment will be undertaken.

Trustees' Annual Report

Financial Review of the Year

The accounts show the consolidated results of the Charity and its subsidiary trading company.

Consolidated Statement of Financial Activities

Total income from all sources was £658,666 (2020: £994,256) a decrease of £335,590 (34%) (2020: increase £237,366 and 31%) from the previous year.

No trading activities were carried out during the year through the Charity's wholly owned subsidiary trading company which ceased trading in January 2020.

Balance Sheet

At the year end the Group's net assets stood at £670,181 (2020: £599,767) of which £34,852 (2020: £40,506) was in restricted funds. Details of the funds and the movements therein are given in Notes 21 and 22 to these accounts.

Summary

There was an overall surplus of £70,414 (2020: surplus £307,228) a decrease of £236,814 (77%) from the previous year. The surplus in the previous year included significant legacies totalling £254,994.

The financial position of the Charity following a very difficult year is in the Board's view positive, largely due to the receipt of the substantial legacies recognised in the previous year's accounts and the additional funding support materialising in response to the pandemic during this financial year.

The Charity's funds balance is presently in excess of the reserves policy and provides a secure basis to facilitate designated project work and to mitigate the anticipated return of the challenge of raising finance to deliver the Charity's work across Somerset and North Somerset in the future. The reserves policy is noted on page 15.

Legacies

From time to time the charity is the recipient of bequests, often in the form of legacies.

There were no notable legacies notified during the financial year.

Of the £275,000 of legacies or legacy grants recognised as income in the balance sheet dated 31st March 2020 £25,000 is yet to be received as at the balance sheet dated 31st March 2021. The outstanding £25,000 consists of £11,000 legacy and £14,000 legacy grants.

Trustees' Annual Report

Review of Principal Funding Sources

The Board of Age UK Somerset continues to operate a policy of accessing as diverse and varied a range of funding as possible in order to not become over reliant on any single source and therefore provide income security. The majority of the Charity's funding comes from agreements with organisations that share and wish to support the Charity's aims and objectives. Increasingly this source of funding is subject to cuts, however the recognition of the consistently positive impact our charity's work has on the wellbeing of older people has significantly contributed to a continuation of this financial support. Wherever possible the Charity aims to maintain these funding relationships going forward and is actively seeking to further this objective by working in partnerships with other charitable organisations. Although funders will have their own budget constraints, the Charity still consistently endeavours to forge longer term agreements with funders wherever possible.

The Charity has historically been in receipt of significant levels of income from service fees. In 2018/19 and 2019/20 this amounted to in excess of £200,000 each year, however due to the pandemic there was a significant reduction in service fees income and £39,483 was received for the year ending 31st March 2021. The Charity is successfully working towards getting this vital source of income reinstated to previous levels. Service fees are re-invested in supporting the services as designated funds.

Grants from foundations and trusts, legacies and donations are gratefully received and the Charity is able to recover tax under the Gift Aid scheme from those donations that qualify. The charity also receives income from a number of commissioned services. These include TNC, a Cognitive Stimulation Therapy service and a 'Stay Strong, Stay Steady' service.

Working Relationships

The Charity is a member of the Age England Association and a Brand Partner of Age UK national.

Those who have enabled us to deliver our charitable objectives during the financial year included:

Age UK, Groundwork UK (Tesco Bags for Life), Rethink, National Lottery Fund, North Somerset Council, Quartet Community Foundation, Somerset Community Foundation, Sedgemoor District Council, Somerset County Council, Somerset CCG, Somerset NHS Foundation Trust, The Nani Huyu Charitable Trust, Independent Age, St Monica Trust, Corton Hill Trust, Stephen Clark Charitable Settlement, Coutts, Charles River Laboratories, the Co-op, SASP, Rotary Club Chard, Girlings, Axbridge Town Council, Bawdrip Parish Council and several other generous entities and individuals.

Trustees' Annual Report

The Charity would wish to thank all organisations and individuals who have supported its activities during the year.

Reserves Policy

The Board has established a policy whereby sufficient unrestricted funds not held in fixed assets (free reserves) should be accumulated over time to provide working capital for the continuation of the Group's operations for a minimum 3 month and maximum 6 month period. This level of free reserves can equally be applied to 12 months budget considerations, any contractual obligations that are likely to materialise in the event of the Charity wholly or partly ceasing operations and to provide the funding of anticipated capital expenditure.

The Board considers that in keeping with the above requirements an appropriate level of free reserves from the General Fund would be an amount of £265,000 (2020: £180,000). At 31 March 2021 the free reserves held in the General Fund amounted to £628,052 (2020: £548,304). This figure is arrived at by taking the total value of the General Fund £635,329 (2020: £559,261) less the value of fixed assets £7,277 (2020: £10,957).

The £363,052 (2020: £368,304) of reserves held in excess of the policy includes £192,766 (2020: £44,322) of designated funds, which will be used to support fee income generating services through an expected period of post Covid 19 recovery in addition to the following specific areas:

- Befriending Service project opportunities
- Volunteers training and events
- Re-opening of the Something to Do Club in North Somerset
- IT hardware renewals
- IT Cloud infrastructure initiatives in areas such as Finance, HR and Telephony.

Details of the designated amounts are specified in the Statement of Funds (Notes to the Accounts 21).

The remaining surplus of free reserves allows sufficient cover for income loss risk, the negative financial impact of unexpected adverse events and facilitating funding for further new opportunities.

Trustees' Annual Report

Investment Policy

The Board has the power to invest the Charity's assets as it sees fit. However, its present policy is not to have investments unless necessary to accumulate for an identified project where the aim would be to invest in a manner consistent with the objectives and timing of the project. No such investments are presently held.

Reserves are placed on interest bearing deposit. These are split between the Charity's principal bankers Santander Corporate Banking, NatWest and the Charities Official Investment Fund (COIF) - Charities Deposit Fund. Funds are deposited to make best use of the Financial Services Compensation Scheme (FSCS), which protects deposited balances up to £85,000.

Plans for the Future Period

Covid has frozen many plans, ambitions and opportunities for an entire year. Nevertheless, we remain optimistic that as restrictions ease we will find delivering on our goals that much easier, hence much of our strategy going forward from 2021/2022 remains the same as it was from 2020/2021 and is detailed as follows.

There are changes occurring in the NHS and Social care arenas nationally and at a local level. The Charity sees a clear route for further activity within these areas.

This includes working as part of the Somerset and North Somerset neighbourhood initiatives, social prescribing across the VCSE (Voluntary, Community & Social Enterprise) sector and the 'prevent' agenda in respect of mental health issues.

Recent changes to the CCG (Clinical Commissioning Group) in North Somerset (now joined with Bristol and South Gloucester) provides an opportunity for the three local Age UKs in those areas, including this charity, to develop some shared delivery models for commissioned services. This is most notably in regards to frailty services.

The Charity will continue to be active in the areas of toe nail cutting, gentle exercise, services for the frail, help for those with a dementia diagnosis, information & advice and friendly visiting.

The Charity is also seeking to develop a paid for Lasting Power of Attorney service to augment the highly regarded Information & Advice service

Trustees' Annual Report

COVID-19

Like many organisations, Covid-19 impacted on Age UK Somerset from early March 2020. As from the 23rd of that month the charity closed its office at Ash House and stopped all face to face activities.

Staff quickly adapted to working from home. No staff member was furloughed. Staff were asked to undertake new duties due to all exercise classes and home visits being stopped.

Very quickly the charity designed and built a new website specifically to address the impact of the virus on older people (www.ageuksomersetcoronavirus.org.uk). The charity started new services including free food parcel deliveries, online exercise classes, friendly phone calls and delivery of activities and medicines.

The charity planned for no income generating activities for 2020/21 and instead sought out grants that would replace this lost income and support the new activities. The evidence is that this approach did work. In addition, toe nail cutting resumed full operations from August 2020. A new commissioned phone call service for those suffering mild to moderate mental health issues started and a new revenue stream has been created with online exercise classes.

Statement of Trustees' Responsibilities

The Trustees (who are also directors of Age UK Somerset for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and the Group and of the income and expenditure of the charitable group for that period.

In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply these consistently,
- Observe the methods and principles in the Charities SORP,
- Make judgements and accounting estimates that are reasonable and prudent,

Trustees' Annual Report

Statement of Trustees' Responsibilities (continued)

- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for maintaining proper accounting records, which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and the Group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the Board of Trustees

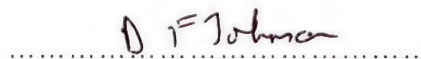
on 23rd September 2021 and signed on its behalf by:



A E Fraser MBE

Chair of the Trustees

Age UK Somerset



D F Johnson FCA

Trustee Treasurer

Age UK Somerset

Independent Examiner's Report to the Trustees of Age UK Somerset ('the company')

I report to the Charity Trustees on my examination of the accounts of the Age UK Somerset (the "parent charitable company") and its subsidiary (the "group") for the year ended 31 March 2021, which are set out on pages 21 to 44.

RESPONSIBILITIES AND BASIS OF REPORT

As the Charity's Trustees of the parent charitable company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

INDEPENDENT EXAMINER'S REPORT

Since the parent charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am member of the Institute of Chartered Accountants England & Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Group as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

Independent Examiners' Report to the Trustees of Age UK
Somerset ('the company') (continued)

INDEPENDENT EXAMINER'S STATEMENT (continued)

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Alexandra Shore

Alexandra Shore FCA CTA DChA
A C Mole Chartered Accountants
Stafford House
Blackbrook Park Avenue
Taunton
Somerset TA1 2PX

23rd September 2021

Consolidated Statement of Financial Activities
(including Consolidated Income and Expenditure Account)
for the year ended 31 March 2021

	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2021	Unrestricted Funds	Restricted Funds	Total Funds 2020
		£	£	£	£	£	£
Income:							
Donations, gifts & legacies	2	32,779	62,957	95,736	275,480	48,607	324,087
Other trading activities	3	-	-	-	59,652	-	59,652
Investment income	4	303	-	303	1,297	-	1,297
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
		33,082	62,957	96,039	336,429	48,607	385,036
Income from charitable activities:							
Services	5	39,483	-	39,483	215,779	-	215,779
Grants and contracts	6	206,408	299,256	505,664	100,140	234,912	335,052
Other	7	15,000	2,480	17,480	33,093	25,296	58,389
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Total income		293,973	364,693	658,666	685,441	308,815	994,256
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Expenditure:							
Raising funds	8	-	-	-	-	500	500
Cost of other trading activities	15	-	-	15	44,997	-	44,997
Charitable activities	9	111,524	476,713	588,237	133,850	507,681	641,531
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Total expenditure		111,539	476,713	588,252	178,847	508,181	687,028
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Net income/(expenditure)							
for the year before transfers		182,434	(112,020)	70,414	506,594	(199,366)	307,228
Transfers		(106,366)	106,366	-	(219,314)	219,314	-
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Net movement in funds		76,068	(5,654)	70,414	287,280	19,948	307,228
Fund balances 1 April		559,261	40,506	599,767	271,981	20,558	292,539
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Fund balances 31 March		635,329	34,852	670,181	559,261	40,506	599,767
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

Consolidated and Charity Balance Sheets
as at 31 March 2021
Company Registration Number: 02717676

	Notes	Group £	2021 Charity £	Group £	2020 Charity £
Fixed assets:					
Tangible assets	16	7,277	7,277	10,957	10,957
Investments	17	-	2	-	2
		<u>7,277</u>	<u>7,279</u>	<u>10,957</u>	<u>10,959</u>
Current assets:					
Debtors	18	48,670	54,836	334,722	355,573
Cash at bank and in hand		642,527	636,369	290,115	269,262
		<u>691,197</u>	<u>691,205</u>	<u>624,837</u>	<u>624,835</u>
Liabilities:					
Creditors falling due within one year	19	28,293	28,288	36,027	36,027
		<u>28,293</u>	<u>28,288</u>	<u>36,027</u>	<u>36,027</u>
Net current assets		662,904	662,917	588,810	588,808
		<u>662,904</u>	<u>662,917</u>	<u>588,810</u>	<u>588,808</u>
Total assets less current liabilities		670,181	670,196	599,767	599,767
		<u>670,181</u>	<u>670,196</u>	<u>599,767</u>	<u>599,767</u>
Net assets		670,181	670,196	599,767	599,767
		<u>670,181</u>	<u>670,196</u>	<u>599,767</u>	<u>599,767</u>
The Funds of the Charity:					
Unrestricted Funds:					
General funds		442,563	442,579	514,939	514,939
Designated funds		192,766	192,765	44,322	44,322
		<u>635,329</u>	<u>635,344</u>	<u>559,261</u>	<u>559,261</u>
	21	635,329	635,344	559,261	559,261
Restricted funds	21	34,852	34,852	40,506	40,506
		<u>34,852</u>	<u>34,852</u>	<u>40,506</u>	<u>40,506</u>
Total Charity Funds		670,181	670,196	599,767	599,767
		<u>670,181</u>	<u>670,196</u>	<u>599,767</u>	<u>599,767</u>

Consolidated and Charity Balance Sheets
as at 31 March 2021 (continued)
Company Registration Number: 02717676

The Company and the Group are entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the Group or Company to obtain an audit of their financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The Trustees acknowledge their responsibilities for:

- (a) ensuring that the Group and Company keep accounting records which comply with Section 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the Group and Company as at the end of each financial year and of the Group's profit or loss for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the Company and Group.

The financial statements have been prepared in accordance with the provisions of part 15 of the Companies Act 2006 relating to small companies regime.

Approved by the Board for issue on 23rd September 2021 and signed on its behalf by:



A E Fraser
Chair



D F Johnson FCA
Treasurer

Consolidated and Charity Statement of Cashflows

for the year ended 31 March 2021

	Notes	Group £	2021 Charity £	Group £	2020 Charity £
Cashflows from operating activities:					
Net movement in funds for the year (as per Statement of Financial Activities)		70,414	70,429	307,228	307,228
Adjustments to cash flows from non-cash items					
Depreciation	16	6,669	6,669	5,672	5,672
Investment income	4	(303)	(303)	(1,297)	(1,297)
		<hr/>	<hr/>	<hr/>	<hr/>
		76,780	76,795	311,603	311,603
Working capital adjustments:					
Decrease/(Increase) in debtors	18	286,052	300,737	(211,966)	(211,082)
(Decrease) in trade creditors	19	(7,734)	(7,739)	(14,357)	(13,230)
		<hr/>	<hr/>	<hr/>	<hr/>
Net cash generated from operating activities		355,098	369,793	85,280	87,291
Cashflows from investing activities:					
Interest from investments	4	303	303	1,297	1,297
Acquisitions of tangible assets	16	(2,989)	(2,989)	(15,855)	(15,855)
		<hr/>	<hr/>	<hr/>	<hr/>
Net cash (used in) investing activities		(2,686)	(2,686)	(14,558)	(14,558)
		<hr/>	<hr/>	<hr/>	<hr/>
Change in cash and cash equivalents in reporting period		352,412	367,107	70,722	72,733
Cash and cash equivalents at the beginning of the reporting period		290,115	269,262	219,393	196,529
		<hr/>	<hr/>	<hr/>	<hr/>
Cash and cash equivalents at the end of the reporting period		642,527	636,369	290,115	269,262
		<hr/>	<hr/>	<hr/>	<hr/>

Notes to the Consolidated Financial Statements for the year ended 31 March 2021

1 Accounting Policies

The principal accounting policies adopted in the preparation of the financial statements are as follows:

1.1 Basis of preparation and assessment of going concern

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statements of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Issued October 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Somerset meets the definition of a public benefit entity under FRS 102.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless stated otherwise within these notes.

Basis of consolidation

These financial statements consolidate the results of the Charity and its wholly owned subsidiary, Age UK Somerset Trading LTD, on a line by line basis. The "Group" heading within the balance sheet refers to the consolidated accounts of Age UK Somerset and Age UK Somerset Trading LTD. All intra-group transactions are eliminated on consolidation.

In the parent company financial statements the investment in the trading subsidiary is accounted for at cost less impairment.

A separate Statement of Financial Activities or income and expenditure account, for the Charity itself has not been presented because the Charity has taken advantage of the exemptions afforded by Section 408 of the Companies Act 2006. The surplus in the year for the Charity was £70,429 (2020: £307,228). Note 17 gives details of the results of the subsidiary undertaking for the year to 31 March 2021.

All amounts are presented in £ sterling.

The trading subsidiary ceased trading in January 2020 however the Trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

Notes to the Consolidated Financial Statements
for the year ended 31 March 2021

1 Accounting Policies (continued)

1.2 Legal status of the Charity

The Charity is a company limited by guarantee and has no share capital. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. As at 31 March 2021 there were 7 members. The company is incorporated in England and Wales.

Registered office: refer to page 3 Reference and Administrative Details 20/21.

1.3 Income

Income from generated funds:

All incoming resources are included in the Statement of Financial Activities when the Charity and Group is legally entitled to the income, it is probable the income will be received and the amount can be measured reliably. The following specific policies are applied to particular categories of income.

Income from donations and gifts is recognised in the year in which they are receivable.

For legacies, entitlement is taken as the earlier of the date that either: the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate.

Receipt of legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the Charity has been notified of the executor's intention to make a distribution. Where legacies meet the criteria for income recognition but have not been received at the balance sheet date they are recognised in legacy income and other debtors. Where legacies have been notified to the Charity or the Charity is aware of the granting of probate and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from other trading activities represents income generated within the trading subsidiary. The trading subsidiary has ceased trading and therefore generated no income in the year.

Income from investments is recognised when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the Bank.

Notes to the Consolidated Financial Statements for the year ended 31 March 2021

1 Accounting Policies (continued)

Income from charitable activities:

Income from grants, contracts and government grants is recognised when the Charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Where no conditions are attached to grants they are recognised within *donations, gifts and legacies*. Where conditions relating to performance of services are attached i.e. contracts, grant income is recognised in *charitable activities grants and contracts* within the Statement of Financial Activities.

Where grant income is received in advance of conditions being met, which are outside of the Charity's control, income is deferred within *creditors: grants received in advance* until grant conditions are met. Where grant income has not been received and conditions have been met in the year, income is accrued within other debtors.

Income from services and other income from charitable activities are recognised in the period in which the Charity is entitled to receipt, it is probable that economic benefits will flow to the Charity and the amount can be reliably measured.

1.4 **Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing to that expenditure, it is probable that settlement will be required and the obligation can be measured reliably. All expenditure is recognised on the accruals basis.

Costs of other trading activities is expenditure incurred in generating the trading subsidiary funds. The trading subsidiary ceased trading in January 2020.

Expenditure on charitable activities comprises costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and costs of an indirect nature necessary to support them. See 1.5 below for details on support and governance cost allocations.

Grants payable are recognised within charitable activities when a constructive obligation arises resulting in the payment being unavoidable.

Notes to the Consolidated Financial Statements
for the year ended 31 March 2021

1 Accounting Policies (continued)

1.5 Allocation of support costs and governance costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include premises costs, finance, personnel, payroll and governance costs, which support the charities activities. These costs are allocated across the various charitable activities.

Support staff costs are allocated on the basis of staff allocated time. Other support costs such as premises costs are allocated on the basis of pro rata staff full time equivalents. Governance costs are not allocated to charitable activities as these costs are retained within head office central activity.

1.6 Pension costs

The Group and Charity make contributions to defined contribution pension schemes on behalf of employees, which involves payment of contributions into employees' personal pension schemes. The assets of these schemes are held separately from the group in independently administered schemes. The amount included in the Statement of Financial Activities represents the contributions payable to the schemes in respect of the accounting period. Amounts are allocated between unrestricted and restricted funds based on time spent by staff.

1.7 Operating leases

The Group and Charity classify the lease of property and office equipment as operating leases as title and risks and rewards of ownership are retained by the lessor. Rentals are charged on the straight line basis over the term of the lease through the profit and loss account.

1.8 Tangible fixed assets

Where purchased, fixed assets are stated at purchase costs plus incidental expenses of acquisition. Where donated, fixed assets are stated at estimated market value on acquisition. Depreciation is charged in respect of fixed assets and is calculated to write off the cost of the assets, less estimated residual value, over their expected useful economic lives as follows:

Computer equipment	-	straight line over 3 years
Other equipment	-	straight line over 3 years

Fixed assets are normally capitalised where the value of an asset or group of related assets exceeds £1,000.

Notes to the Consolidated Financial Statements
for the year ended 31 March 2021

1 Accounting Policies (continued)

1.9 Cash and cash equivalents

Cash and cash equivalents include cash and short term highly liquid investments that are readily convertible to a known amount of cash and subject to an insignificant risk of change in value.

1.10 Grants received in advance

Deferred income is included within creditors: grants received in advance in the Balance Sheet and comprises grant income received in advance of the provision of charitable activities where grant conditions outside the Charity's control have not been met. Deferred income is recognised within income in the Statement of Financial Activities when the recognition conditions for income from grants, contracts and government grants are met, typically when the grant conditions are met.

1.11 Financial instruments

The Charity and Group only have financial assets and liabilities that qualify as basic financial instruments including bank balances, cash, debtors and creditors. Basic financial instruments are initially recognised at transaction price and subsequently amortised cost.

1.12 Taxation

The Company is a registered charity and is therefore not liable to corporation tax or capital gains tax to the extent that its income and gains are applicable to charitable purposes only. Value added taxation is not recoverable by the Company and is therefore included in the relevant costs in the Statement of Financial Activities. The Charity subsidiary is not VAT registered and unable to recover Value Added Tax and therefore it is included within the relevant costs in the Statement of Financial Activities.

1.13 Fund accounting

General Funds are unrestricted funds, which are available for use at the discretion of the Board in furtherance of general objectives of the Charity and which have not been designated for other purposes. Designated Funds comprise unrestricted funds that have been set aside by the Board for particular purposes. The aim and use of each designated fund is set out in the notes to the accounts. Restricted Funds are to be used for specific purposes as laid down by the donor.

Notes to the Consolidated Financial Statements
for the year ended 31 March 2021

1 Accounting Policies (continued)

1.14 Critical accounting estimates and judgements

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The resulting accounting estimates will, by definition, seldom equal the related actual results.

The estimates, assumptions and management judgements that carry a significant risk of material adjustments to the carrying amounts of assets and liabilities within the next financial year are outlined below.

Estimate of legacy income

A debtor of £11,000 (2020: £274,794) has been recognised in respect of legacies payable to the charity. This reflects the Trustees' best estimate of the amount receivable at the balance sheet date. The estates are still in the hands of the solicitor and the final amounts to be paid to the charity is yet to be finalised and therefore the amount ultimately received could vary from the amount recognised at the balance sheet date.

1.15 Donated services

In accordance with the Charities SORP (FRS 102), any unpaid general volunteer time is not recognised in the financial statements.

2 Donations, gifts & legacies

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£	£	£	£
Donations and gifts	31,302	62,957	94,259	20,686	48,407	69,093
Legacies	1,477	-	1,477	254,794	200	254,994
	<u>32,779</u>	<u>62,957</u>	<u>95,736</u>	<u>275,480</u>	<u>48,607</u>	<u>324,087</u>

The Charity benefits greatly from the involvement and support of its many volunteers, details of which are given in our Trustees' Annual report. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not recognised in the accounts.

Notes to the Consolidated Financial Statements
for the year ended 31 March 2021

3 Other trading activities

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£	£	£	£
Income from trading activities	-	-	-	59,652	-	59,652
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

4 Investment income

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£	£	£	£
Interest receivable	303	-	303	1,297	-	1,297
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

5 Income from charitable activities – Income from services

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£	£	£	£
Ageing Well Somerset	8,252	-	8,252	128,801	-	128,801
Ageing Well North Somerset	4,547	-	4,547	36,243	-	36,243
Information Advocacy	3,505	-	3,505	8,128	-	8,128
Toenail Cutting	22,226	-	22,226	42,607	-	42,607
Mental Wellness Support	915	-	915	-	-	-
Ageing Well SSSS	38	-	38	-	-	-
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	39,483	-	39,483	215,779	-	215,779
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

Notes to the Consolidated Financial Statements
for the year ended 31 March 2021

6 Income from charitable activities – Grants and contracts

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£	£	£	£
Local authorities	70,320	179,700	250,020	33,000	194,924	227,924
NHS Somerset and NHS North Somerset	-	23,206	23,206	-	23,205	23,205
Other grants	2,000	96,350	98,350	-	16,783	16,783
Age UK Grants	134,088	-	134,088	67,140	-	67,140
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	206,408	299,256	505,664	100,140	234,912	335,052
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

7 Income from charitable activities – Other income

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£	£	£	£
Age UK brand partnership	15,000	-	15,000	15,000	-	15,000
Other income	-	2,480	2,480	18,093	25,296	43,389
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	15,000	2,480	17,480	33,093	25,296	58,389
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

8 Raising funds

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£	£	£	£
Tea Dance	-	-	-	-	500	500
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	-	-	-	-	500	500
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

Notes to the Consolidated Financial Statements
for the year ended 31 March 2021

9 Expenditure on charitable activities

	Note	Unrestricted Funds	Restricted Funds	Total Funds 2021	Unrestricted Funds	Restricted Funds	Total Funds 2020
		£	£	£	£	£	£
Staff costs		19,195	347,233	366,428	20,913	325,929	346,842
Volunteer expenses		11	858	869	628	13,214	13,842
Travel		85	1,968	2,053	204	15,785	15,989
Recruitment		-	282	282	55	208	263
Premises costs		-	194	194	-	208	208
Communication and							
Office costs		225	1,292	1,517	362	4,779	5,141
Service related costs		-	8,441	8,441	-	40,327	40,327
Grants payable	12	-	5,725	5,725	-	2,850	2,850
Governance costs	11	5,271	-	5,271	8,367	-	8,367
Other costs		-	1,088	1,088	-	466	466
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
		24,787	367,081	391,868	30,529	403,766	434,295
<u>Support costs</u>							
General Office		3,011	50,487	53,498	3,900	53,437	57,337
Senior management		14,069	7,952	22,021	10,777	11,911	22,688
Finance		26,215	28,399	54,614	23,846	25,467	49,313
Combined services		40,026	22,688	62,714	59,048	13,100	72,148
Income generation		3,416	106	3,522	5,750	-	5,750
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
		111,524	476,713	588,237	133,850	507,681	641,531
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

Support costs relate to those costs which are not directly attributable to the charitable activities and are apportioned by the Board on the following basis:

<u>Support cost</u>	<u>Basis of apportionment</u>
General office	Pro rata to staff full time equivalents
Senior management	Allocated on time
Finance	Allocated on time
Combined services	Allocated on time
Income generation	Allocated on time

Notes to the Consolidated Financial Statements
for the year ended 31 March 2021

10 Independent examination remuneration

	2021	Charity	2021	Subsidiary	2021	Total
	£	2020	£	2020	£	2020
		£		£		£
Independent examination fee	768	708	-	-	768	708
Accounting services	4,416	7,598	-	982	4,416	8,580
	<u>5,184</u>	<u>8,306</u>	<u>-</u>	<u>982</u>	<u>5,184</u>	<u>9,288</u>

11 Governance costs

	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	2021	£	£	2020
			£			£
Independent examination fee	768	-	768	708	-	708
Accounting services	4,416	-	4,416	7,598	-	7,598
Legal fees	87	-	87	61	-	61
	<u>5,271</u>	<u>-</u>	<u>5,271</u>	<u>8,367</u>	<u>-</u>	<u>8,367</u>

12 Grants payable

	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	2021	£	£	2020
			£			£
Grants have been paid out for the following activities:						
Surviving Winter	-	5,725	5,725	-	2,850	2,850
	<u>-</u>	<u>5,725</u>	<u>5,725</u>	<u>-</u>	<u>2,850</u>	<u>2,850</u>

Notes to the Consolidated Financial Statements
for the year ended 31 March 2021

13 Trustee directors

None of the Trustee Directors (or any persons connected with them) received any remuneration during the year (2020: none). No expenses were reimbursed to Trustee Directors (2020: none). No donations were received from the Trustee Directors during the year (2020: none).

14 Wages and salaries

	2021	2020
	£	£
Wages and salaries	445,583	456,839
Employer National Insurance	21,849	20,594
Employer Pension	19,362	19,042
Other staff costs	429	2,011
Redundancy costs	-	5,286
	<hr/>	<hr/>
	487,223	503,772
	<hr/>	<hr/>

Presented within expenditure as follows:

Costs of commercial trading activities	-	25,648
Expenditure on charitable activities:		
Staff costs	366,710	347,195
Support costs allocated	120,513	130,929
	<hr/>	<hr/>
	487,223	503,772
	<hr/>	<hr/>

No individual employee was paid over £60,000 (2020: £Nil).

The average monthly number of employees, calculated as full-time equivalents, during the year was:

	2021	2020
	No	No
Commercial trading activities	-	1
Charitable activities	15	18
Governance	1	1
	<hr/>	<hr/>
	16	20
	<hr/>	<hr/>

Notes to the Consolidated Financial Statements
for the year ended 31 March 2021

14 Wages and salaries (continued)

The average head count during the year was 52 (2020: 48).

The key management personnel of the group comprise those of the Charity and the key management personnel of its wholly owned subsidiary Age UK Somerset Trading LTD. The key management personnel is identified as the Chief Executive Officer. The total employee benefits, inclusive of pension and social security costs, of the key management personnel of the Charity were £59,206 (2020: £44,576).

15 Defined contribution pension scheme

The Charity and Group makes contributions to pension schemes on behalf of employees, which involves payment of contributions into employees' personal pension schemes. The pension cost charge for the year represents contributions payable by the Group to the scheme and amounted to £19,362 (2020: £19,042).

Contributions totalling £1,955 (2020: £2,005) were payable to the scheme at the end of the year and are included in other creditors.

16 Tangible assets – Charity and Group

	Computers £	Other Equipment £	Total £
Cost			
As at 01/04/2020	24,318	989	25,307
Additions	2,989	-	2,989
Disposals	(1,199)	-	(1,199)
As at 31/03/2021	26,108	989	27,097
Depreciation			
As at 01/04/2020	13,361	989	14,350
Charge for year	6,669	-	6,669
Elimination on disposal	(1,199)	-	(1,199)
As at 31/03/2021	18,831	989	19,820
Net book value			
As at 31/03/2021	7,277	-	7,277
As at 31/03/2020	10,957	-	10,957

Notes to the Consolidated Financial Statements
for the year ended 31 March 2021

17 Investments

	Charity
	Total
	2021
	£
Age UK Somerset Trading LTD	
Ordinary shares of £1 each	2
	2

Age UK Somerset Trading LTD (Company Registration Number: 03847089) was incorporated on 23 September 1999 as a wholly owned trading subsidiary of Age UK Somerset. The parent charity holds 100% of the issued share capital and 100% of the voting rights of the subsidiary trading company.

The trading subsidiary gift aids any taxable profits to Age UK Somerset annually under the Gift Aid Scheme. The trading subsidiary ceased trading on 22 January 2020.

Registered office: refer to page 3 Reference and Administrative Details 20/21

The results of Age UK Somerset Trading LTD were as follows:

	2021	2020
	£	£
Turnover	-	59,652
Costs of sales	-	(29,753)
Gross profit	-	29,899
Administrative expenses	(15)	(15,244)
Operating (loss)/profit	(15)	14,655
Gift aid to Age UK Somerset	-	(14,655)
	(15)	-
The assets and liabilities were:		
Current assets	6,188	20,853
Current liabilities	(6,201)	(20,851)
Total net assets	(13)	2
Called up share capital	2	2
Retained Earnings	(15)	-
	(13)	2

Notes to the Consolidated Financial Statements
for the year ended 31 March 2021

18 Debtors

		2021		2020
	Group	Charity	Group	Charity
	£	£	£	£
Trade debtors	15,834	15,833	27,044	27,044
Amounts due from group undertakings	-	6,195	-	20,851
Other debtors	29,774	29,746	300,898	300,898
Prepayments	3,062	3,062	6,780	6,780
	<hr/>	<hr/>	<hr/>	<hr/>
	48,670	54,836	334,722	355,573
	<hr/>	<hr/>	<hr/>	<hr/>

Amounts due from group undertakings includes an inter-company balance of £6,195 (2020: £6,196) accumulated from costs paid on behalf of the Charity and the gift aid donation debtor of £Nil (2020: £14,655), which will be paid within 9 months of the year end.

19 Creditors - Amounts falling due within one year

		2021		2020
	Group	Charity	Group	Charity
	£	£	£	£
Trade creditors	2,337	2,332	5,684	5,684
Other creditors and accruals	18,282	18,282	24,043	24,043
PAYE Income Tax & National Insurance	7,674	7,674	6,300	6,300
	<hr/>	<hr/>	<hr/>	<hr/>
	28,293	28,288	36,027	36,027
	<hr/>	<hr/>	<hr/>	<hr/>

20 Grants received in advance

		2021		2020
	Group	Charity	Group	Charity
	£	£	£	£
Balance as at 1 April	-	-	13,788	13,788
Amount released to income for charitable Activities	-	-	(13,788)	(13,788)
	<hr/>	<hr/>	<hr/>	<hr/>
Balance as at 31 March	-	-	-	-
	<hr/>	<hr/>	<hr/>	<hr/>

Notes to the Consolidated Financial Statements
for the year ended 31 March 2021

21 Statement of funds – Group and Charity for the year ended 31 March 2021

	Balance 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance 31 Mar 2021 £
Restricted funds					
Ageing Well Somerset	-	70,938	118,436	47,498	-
Ageing Well North Somerset	-	35,186	41,015	5,829	-
Befriending Somerset	-	25,380	19,929	-	5,451
Ageing Well SSSS Somerset	-	41,000	66,210	25,210	-
Ageing Well SSSS North Somerset	-	15,000	-	-	15,000
Information & Advice	11,936	43,108	66,967	11,923	-
North Somerset (SCAMS)	51	13,976	12,597	-	1,430
North Somerset Projects	13,534	31,392	29,377	(8,768)	6,781
Surviving Winter	3,325	3,600	5,725	(600)	600
Toe Nail Cutting	-	27,313	63,278	35,965	-
Mental Wellness Support	11,660	57,800	53,179	(10,691)	5,590
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Total restricted funds	40,506	364,693	476,713	106,366	34,852
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Unrestricted funds					
Designated:					
Ageing Well Somerset	7,847	8,251	-	2,028	18,126
Ageing Well North Somerset	27,912	4,547	-	(5,829)	26,630
Information & Advice	8,128	3,505	-	4,077	15,710
Ageing Well SSSS Somerset	-	38	-	(38)	-
Befriending Somerset	-	-	-	20,000	20,000
Toenail Cutting	435	22,226	-	(17,662)	4,999
Mental Wellness Support	-	915	-	(915)	-
Volunteers	-	-	30,350	31,320	970
Age UK – Covid-19 Brand					
Partner Support	-	88,138	-	(88,138)	-
Somerset County Council	-	67,320	-	(67,320)	-
IT Hardware Renewals	-	-	-	26,000	26,000
IT Infrastructure Development	-	-	-	80,000	80,000
North Somerset & Somerset Services	-	-	-	331	331
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Total designated funds	44,322	194,940	30,350	(16,146)	192,766
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

Notes to the Consolidated Financial Statements
for the year ended 31 March 2021

21 Statement of funds – Group and Charity for the year ended 31 March 2021 (continued)

	Balance 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance 31 Mar 2021 £
General	514,939	99,033	81,189	(90,220)	442,563
	_____	_____	_____	_____	_____
Total unrestricted funds	559,261	293,973	111,539	(106,366)	635,329
	_____	_____	_____	_____	_____
Total funds	599,767	658,666	588,252	-	670,181
	_____	_____	_____	_____	_____

Statement of funds – Restricted funds detail

- Ageing Well Somerset is the service that provides older people with opportunities to get together to stay fit and active. It is a highly successful project funded by service fee income, fundraising and grants from Somerset County Council and Foundations & Trusts. It has been running for several years to promote healthy lifestyles, improved mobility and mental wellness benefits for older people, with activity classes organised across Somerset. During the pandemic online classes were set up and friendly telephone calls were made to service users to combat isolation and loneliness. Venues will continue to be accessible, covid safe and in a variety of locations.
- Ageing Well North Somerset is the same service as Ageing Well Somerset, funded by service fee income, contracts with North Somerset PCT, fundraising and grants from Foundations & Trusts. It has also been running very successfully for a number of years and as in Somerset during the pandemic online classes were set up and friendly telephone calls were made to service users to combat isolation and loneliness. Venues will continue to be accessible, covid safe and in a variety of locations.

Notes to the Consolidated Financial Statements
for the year ended 31 March 2021

21 Statement of funds (continued) – Restricted funds detail

- Befriending Somerset is a service aimed at helping to combat loneliness and isolation across Somerset. Funding in this financial year was in the main grants from Foundations & Trusts. Council funding for this service in its old format of one to one meetings in the client's home has reduced in recent years, as it is believed better outcomes can be achieved by aligning to improved Health and Wellbeing goals in the Somerset region. Project initiatives were in development during the financial year to facilitate this and implement ways of supporting individuals including encouraging and enabling them to access services and activities in the community whenever possible. One such project, Active Befriending, will be launched during 2021-22 in Somerset and North Somerset. It will feed into the Ageing Well and North Somerset Projects services, as it involves meeting clients for a 'Walk and Talk' outside. During the pandemic an emergency delivery service was set up for food parcels and medicines, which was facilitated by staff and volunteers across the organisation. Zoom video calls were also made to combat isolation and loneliness.
- Ageing Well SSSS Somerset is the provision of exercise classes tailored specifically to individuals who have been referred as in need of falls prevention. Stay Strong Stay Steady (SSSS) in Somerset is delivered under contract with Somerset County Council and is also a fee income service. Due to the particular needs of clients in this service online classes were not suitable during the pandemic, however friendly phone calls were made to combat isolation and loneliness. This service is restarting during 2021-22 and venues will be accessible, covid safe and in a variety of locations.
- Ageing Well SSSS North Somerset is the same service as Ageing Well SSSS Somerset. It has been funded on a grant basis by Quartet Community Foundation (Biddle Trust Fund) for a six-month period during 2021-22 and is also a fee income service. The Quartet Community Foundation grant was received in advance and hence shows as a restricted balance to carry forward. Venues will be accessible, covid safe and in a variety of locations.
- Information & Advice provides face to face and telephone access to up to date information on older people's issues and provides advice on services that are available in Somerset and North Somerset, helping older people to make informed decisions. It was funded during the year through some service fee income and grants from organisations including Somerset County Council, North Somerset Council, Age UK and Foundations & Trusts. The service fee income is in relation to donations given after successful advocacy attendance allowance consultations. During the pandemic face to face meetings were replaced with telephone calls.

Notes to the Consolidated Financial Statements
for the year ended 31 March 2021

21 Statement of funds (continued) – Restricted funds detail

- Information & Advice North Somerset (SCAMS) is an Anti-Scams project with North Somerset Trading Standards funded by a grant from North Somerset Council. Age UK Somerset helps many vulnerable and elderly people each year who have been victims of scamming and many awareness raising sessions are held to equip people who may be targeted. During the pandemic, as much work as possible was carried out via the telephone.
- North Somerset Projects covers a range of activities that are supported and grant funded by North Somerset Council and/or the Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG). Project initiatives were in development during the financial year to best enable community impact. During the pandemic an emergency delivery service was set up for food parcels and medicines, which was facilitated by staff and volunteers across the organisation. The transfer of £8,768 represents support costs not previously applied.
- Surviving Winter is a small grant giving programme with funds provided by the Somerset Community Foundation to support older people in Somerset experiencing fuel poverty in winter. Funds provided by the Quartet Community Foundation similarly supports those in North Somerset. The £600 transfer represents management fees allocated within the grants.
- Toenail Cutting provides a basic toenail cutting service via a network of community-based clinics. It is funded by service fee income and the Somerset Partnership NHS Foundation Trust on a contract basis. It is available to older people living in Somerset with the aim of improving their quality of life and mobility. This service has also been registered with the Care Quality Commission (CQC) to enable a small-scale domiciliary service to be provided to housebound older people. This service continued to run through the pandemic whenever possible, whilst adhering strictly to government pandemic restrictions and safety regulations.
- Mental Wellbeing Support currently encompasses two service provisions. Firstly, Age UK Somerset's involvement in the Somerset-wide Open Mental Health partnership, within which Age UK Somerset has been commissioned and funded by Rethink to provide a Friendly Phone Calls support service in Somerset for older clients who are suffering mild to moderate mental health difficulties. The partnership consists of 10 VCSE organisations working in tandem with Somerset Foundation Trust to provide a 'no wrong door' access to mental health service across the county. Secondly the provision of an income free service called Cognitive Stimulation Therapy (CST), proven to be beneficial in the early stages of dementia in older people. During this financial year our CST provision was funded by Somerset County Council and The National Lottery on a grant basis. The CST service is expected to expand during the 2021-22 financial year. The transfer of £10,691 represents support costs not previously applied.

Notes to the Consolidated Financial Statements
for the year ended 31 March 2021

21 Statement of funds (continued) – Designated funds detail

- Ageing Well Somerset includes unrestricted service fees income of £8,251 received from the service. Together with the brought forward balance and £2,028 of the designated Age UK Covid 19 Brand Partner support fund it will be used to offset an anticipated restricted deficit in this service in the next financial year, whilst recovering from the pandemic.
- Ageing Well North Somerset includes unrestricted service fees income of £4,547 received from the service. £5,829 of the designated fund has been transferred to offset restricted expenditure in this service. The remaining balance will be used to offset an anticipated restricted deficit in this service in the next financial year, whilst recovering from the pandemic.
- Information & Advice includes unrestricted service fees income of £3,505 received from the service. Together with the brought forward balance and £4,077 of the designated Somerset County Council grant fund it will be used to offset an anticipated restricted deficit in this service in the next financial year, whilst recovering from the pandemic.
- Ageing Well SSSS Somerset includes unrestricted service fees income of £38 received from the service. £38 of the designated fund has been transferred to offset restricted expenditure in this service.
- Befriending Somerset has had £20,000 of the designated General Fund transferred. Together with the restricted fund balance of £5,451 it will be used to offset planned service development expenditure in the next financial year.
- Toenail Cutting includes unrestricted service fees income of £22,226 received from the service. £17,662 of the designated fund has been transferred to offset restricted expenditure in this service. The remaining balance will be used to offset an anticipated restricted deficit in this service in the next financial year, whilst recovering from the pandemic.
- Mental Wellness Support includes unrestricted service fees income of £915 from the Cognitive Stimulation Therapy service. £915 of the designated fund has been transferred to offset restricted expenditure in this service.
- Volunteers has had £31,320 of the designated Somerset County Council grant fund transferred to offset unrestricted expenditure in this service this financial year and to provide an allowance of £970 for volunteer events/training in the next financial year.

Notes to the Consolidated Financial Statements
for the year ended 31 March 2021

21 Statement of funds (continued) – Designated funds detail

- The Age UK Covid 19 Brand Partner Pandemic support fund totalled £88,138 and was designated as follows:
 - £18,303 to offset restricted expenditure in the Toe Nail Cutting service
 - £25,172 to offset restricted expenditure in the Ageing Well SSSS Somerset service
 - £27,498 to offset restricted expenditure in the Ageing Well Somerset service
 - £2,028 to increase the designated balance in the Ageing Well Somerset service

The remainder was allocated to support costs unrestricted expenditure.

- The Somerset County Council grant funding totalled £67,320 and was designated as follows:
 - £31,320 to offset unrestricted expenditure in the Volunteers service
 - £4,077 to increase the designated balance in the Information & Advice service
 - £11,923 to offset restricted expenditure in the Information & Advice service
 - £20,000 to offset restricted expenditure in the Ageing Well Somerset service.
- IT Hardware renewal funding requirements has been designated £26,000 from the General Fund. This is to replace computer and mobile phone items at the end of their useful life.
- IT Infrastructure development funding requirements has been designated £80,000 from the General Fund for the following areas of the organisation: Finance, Human Resources, Cloud Telephony and other support processes software. The pandemic has highlighted the importance of a robust IT infrastructure to streamline working practices and support remote working effectively.
- North Somerset & Somerset Services received no unrestricted service fees income in this financial year. The balance of £331 detailed in the previous financial year was not utilised as expected and hence will remain in designated funds for use by the Something to Do Club in Clevedon once they have returned to activities post the pandemic.

Notes to the Consolidated Financial Statements
for the year ended 31 March 2021

21 Statement of funds (continued) – Group and Charity for the year ended 31 March 2020

	Balance 1 April 2019 £	Income £	Expenditure £	Transfers	Balance 31 Mar 2020 £
Restricted funds					
Ageing Well Somerset	10,239	89,482	234,844	135,123	-
Ageing Well North Somerset	-	37,335	55,045	17,710	-
Befriending Together	-	13,191	20,238	7,047	-
Befriending North Somerset	-	-	11,346	11,346	-
Information & Advice	-	92,189	80,253	-	11,936
North Somerset (SCAMS)	-	14,558	14,507	-	51
North Somerset Projects	7,744	20,040	14,250	-	13,534
Surviving Winter	2,575	3,600	2,850	-	3,325
Toenail Cutting	-	23,220	71,308	48,088	-
Mental Wellness Support	-	15,000	3,340	-	11,660
Legacy for Bridgwater Services	-	200	200	-	-
Total restricted funds	20,558	308,815	508,181	219,314	40,506
Unrestricted funds					
Designated:					
Ageing Well Somerset	14,169	128,801	-	(135,123)	7,847
Ageing Well North Somerset	9,379	36,243	-	(17,710)	27,912
Information and Advice	-	8,128	-	-	8,128
North Somerset & Somerset Services	331	-	-	(331)	-
Toenail Cutting	5,916	42,607	-	(48,088)	435
Total designated funds	29,795	215,779	-	(201,252)	44,322
General	242,186	469,662	178,847	(18,062)	514,939
Total unrestricted funds	271,981	685,441	178,847	(219,314)	559,261
Total funds	292,539	994,256	687,028	-	599,767

Notes to the Consolidated Financial Statements
for the year ended 31 March 2021

22 Analysis of net assets between funds – Group

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Tangible fixed assets	7,277	-	7,277	10,957	-	10,957
Net current assets	628,052	34,852	662,904	548,304	40,506	588,810
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	635,329	34,852	670,181	559,261	40,506	599,767
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

The analysis for the Charity is identical to the Group with the exception of the unrestricted funds, where investments represent £2 (2020: £2) and net current assets £628,065 (2020: £548,302). The difference relates to the issued share capital and trading loss of Age UK Somerset Trading LTD.

23 Operating leases

The following amounts were charged to the Statement of Financial Activities during the year:

	Group £	2021 Charity £	Group £	2020 Charity £
Operating leases	40,404	40,404	53,224	53,224
	<hr/>	<hr/>	<hr/>	<hr/>

Notes to the Consolidated Financial Statements

for the year ended 31 March 2021

24 Commitments

At 31 March 2021 the Charity and Group had total commitments under non-cancellable operating leases and service contracts expiring as follows:

	Land and buildings	
	2021	2020
	£	£
Less than one year	33,046	11,371
Between two and five years	11,371	-
	<hr/>	<hr/>
	44,417	11,371
	<hr/>	<hr/>
	Other	
	2021	2020
	£	£
Less than one year	12,660	12,916
Between two and five years	9,979	15,863
	<hr/>	<hr/>
	22,639	28,779
	<hr/>	<hr/>

